



**BeyondTrust**  
university

# REMOTE SUPPORT FOR ADMINISTRATORS

## MAXIMIZE ROI WITH BEYONDTRUST UNIVERSITY TRAINING

BeyondTrust University training services are designed to maximize your investment in BeyondTrust technologies by educating your users on best practices for configuring and using our products. Superior training is part of our commitment to help you obtain the maximum benefit possible from the entire BeyondTrust solution. Our training options will give your organization the foundational knowledge needed to administer, configure, and utilize BeyondTrust for optimum performance. You can select from a variety of modular training courses to ensure your team receives relevant education.

## BEYONDTRUST TRAINING FOR ADMINISTRATORS

When it comes to remote technical support, BeyondTrust is an industry leader with the solutions and expertise you need to make remote support a differentiator for your organization. Our focus on innovation and service excellence will help take your support operation to the next level.

The *Remote Support for Administrators* course is ideal for administrators and support managers who want to learn how to configure and extend BeyondTrust for your unique environment. During the course, they will learn how to efficiently administer and configure BeyondTrust on an ongoing basis.

## FLEXIBLE TRAINING OPTIONS: ON-SITE OR VIRTUAL

This course is available as a virtual instructor-led course or on-site at your location. The course length is two days on-site, or four half-days virtually, and includes a hands-on lab. The course is led by a certified BeyondTrust instructor.

## KEY LEARNING OBJECTIVES

- **Configure the Appliance** – learn how to configure Bomgar in the network, including: software installation, defining email alerts, and saving site backups
- **Establishing Security Policies** – set site-wide security options, define local users, create group policies, and add users and support teams through existing directory services, such as Active Directory
- **Enabling Support Options** – learn about representative and customer-initiated Bomgar support options. Configure Bomgar Buttons, Canned Scripts, Special Actions, collaboration, Jump technology, and public portals for deployment



### GET CERTIFIED BY BEYONDTRUST

*Participants who successfully complete Remote Support for Administrators training are eligible to take the associated BeyondTrust Certification exam.*

# BOMGAR REMOTE SUPPORT FOR ADMINISTRATORS

For Administrators & Support Managers

## FOUNDATION

### UNIT 1 Welcome & Bomgar Overview

- Welcome
- Course Overview
- LESSON 1: How BeyondTrust Works
- LESSON 2: Representative Console Interface
- LESSON 3: Administrator Interfaces
- LESSON 4: What BeyondTrust Supports
- LESSON 5: Version Options & Features

## CONFIGURE & DEPLOY

### UNIT 2 Configuration Options

- LESSON 1: Defining Email Alerts
- LESSON 2: Saving Site Backups
- LESSON 3: Software Updates
- LESSON 4: Defining Skills
- LESSON 5: Setting Site-Wide Options
- LESSON 6: Licensing Management

### UNIT 3 Security & Roles

- LESSON 1: Setting Security Options
- LESSON 2: Session Policies
- LESSON 3: Defining Local Users
- LESSON 4: Defining Support Teams
- LESSON 5: Defining Issues
- LESSON 6: Defining Group Policies
- LESSON 7: Defining Group Policies with LDAP

## SESSIONS & REPORTING

### UNIT 4 Support Options

- LESSON 1: Configuring the Bomgar Button
- LESSON 2: Canned Scripts & Custom Special Actions
- LESSON 3: Jump Technology
- LESSON 4: Creating Jump Groups
- LESSON 5: Adding Jump Item Roles
- LESSON 6: Deploying Jump Clients
- LESSON 7: Deploying Jumpoints

### UNIT 5 Support Portal

- LESSON 1: Creating Public Sites
- LESSON 2: Customer Notices
- LESSON 3: Customizing the Customer Client
- LESSON 4: Understanding HTML Templates
- LESSON 5: Modifying Style Sheets

### UNIT 6 Reporting Data

- LESSON 1: Running Reports
- LESSON 2: Installing Integration Client
- LESSON 3: Using the Integration Client

## REFERENCES

### Supplemental Material

- APPENDIX A: References
- APPENDIX B: Using Certificate Management
- APPENDIX C: Permissions
- APPENDIX D: Appliance Features
- APPENDIX E: Configure Representative Console Settings
- APPENDIX F: Glossary
- APPENDIX G: LDAP Questionnaire
- APPENDIX H: WebSockets and the Real-Time State API

## ABOUT BEYONDTRUST

BeyondTrust is the worldwide leader in Privileged Access Management, offering the most seamless approach to preventing privilege-related breaches. Our extensible platform empowers organizations to easily scale privilege security as threats evolve across endpoint, server, cloud, DevOps, and network device environments. BeyondTrust gives organizations the visibility and control they need to reduce risk, achieve compliance objectives, and boost operational performance. We are trusted by 20,000 customers and a global partner network. Learn more at [www.beyondtrust.com](http://www.beyondtrust.com).